

NetworkMaryland™

Getting Connected Package



November 2005

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List of Version Changes

Date	Version	Changes
7/28/2003	5a	<ul style="list-style-type: none">▪ Replaced obsolete WAN request form with link, updated contact info
3/4/2004	5b	<ul style="list-style-type: none">▪ Updated processes, contact information and forms
7/27/05	6	<ul style="list-style-type: none">▪ Updated Logo on Cover▪ Updated Team Points of Contact▪ Added TM where appropriate
10/24/05	6	<ul style="list-style-type: none">▪ Updated Diagram 3.1 (modified WAN Request Box)

1- Introduction

1.1. Purpose

- The purpose of this document is to provide decision-making information to potential customers about networkMaryland™

1.2. Roadmap

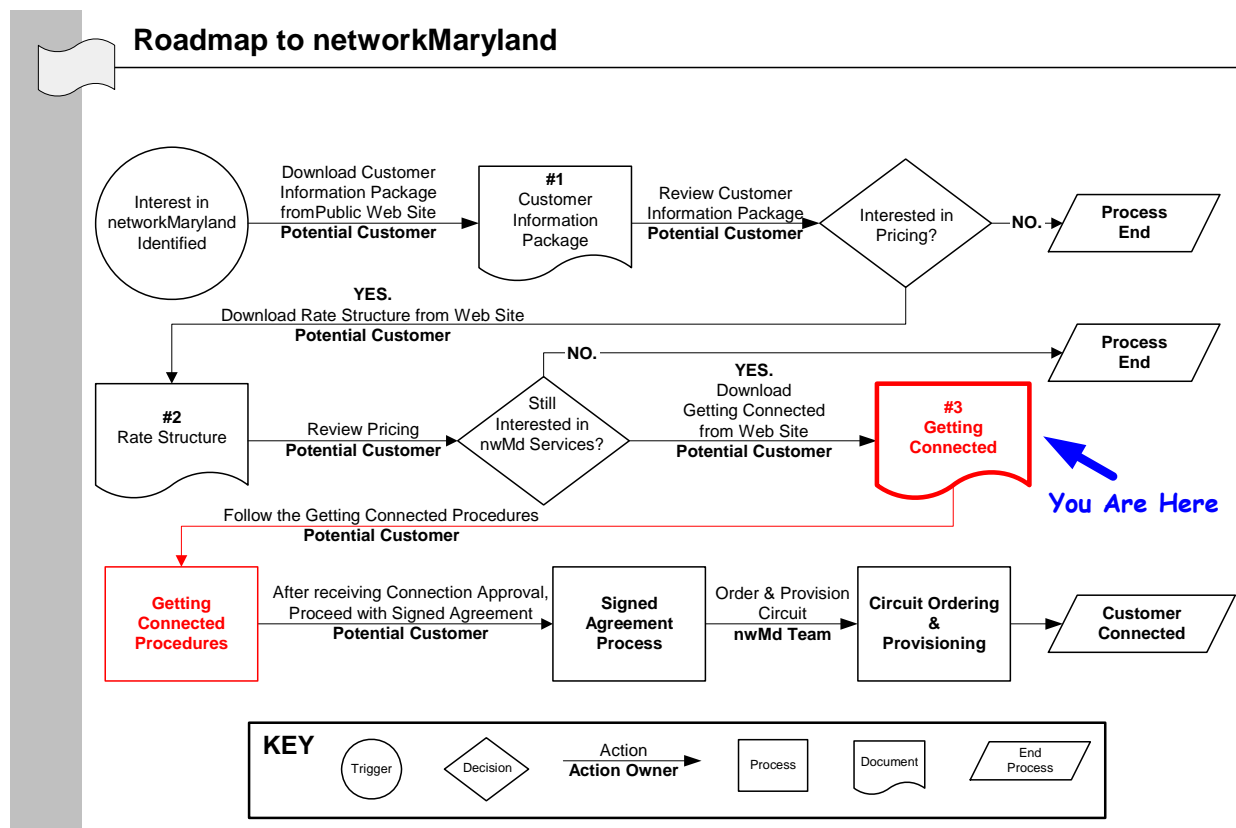


Figure 1. Roadmap – You Are Here

1.3. Document Organization

- Section 2 contains an overview of networkMaryland™
- Section 3 details the Getting Connected Process
- Section 4 describes the guidelines for ordering LEC circuits
- Section 5 identifies how to retrieve the WAN form and instructions
- Section 6 identifies the Customer Survey
- Section 7 discusses circuit acceptance
- Section 8 discusses billing procedures

1.4. Team Points of Contact

- **Table 1. networkMaryland™ Team Point of Contacts**

Name	Function	Phone #'s	Location
Jason Ross	Project Director	410.260.7279	Annapolis
Joe Scher	Project Controller	410.260.7284	Annapolis
Tim Kwong	Operations Manager	410.260.7423	Annapolis
Gary Moulton	Customer Implementation Manager	410.260.7095	Annapolis
Denis McElligott	Project Engineer	410.260.6125	Annapolis
Reggie Marine	WAN Specialist	410.260.7258	Annapolis
Tia McCoy	Network Associate	410.260.7554	Annapolis
Email List: nwMd@dbm.state.md.us			

2 - networkMaryland Overview

networkMaryland™ is a statewide high-speed backbone available throughout the State of Maryland to connect Public Sector customers' networks. The Public Sector is defined as State, county and municipal government agencies and departments, public libraries, public hospitals, public K-12 education, and higher education. networkMaryland™ has requested a ruling from the Public Service Commission to allow networkMaryland™ to provide services to non-governmental entities that receive state funds specifically: private hospitals, private institutions of higher learning, private institutions providing K-12 education and privately funded libraries. networkMaryland™ offers InterLATA transport and Internet services to the Public Sector.

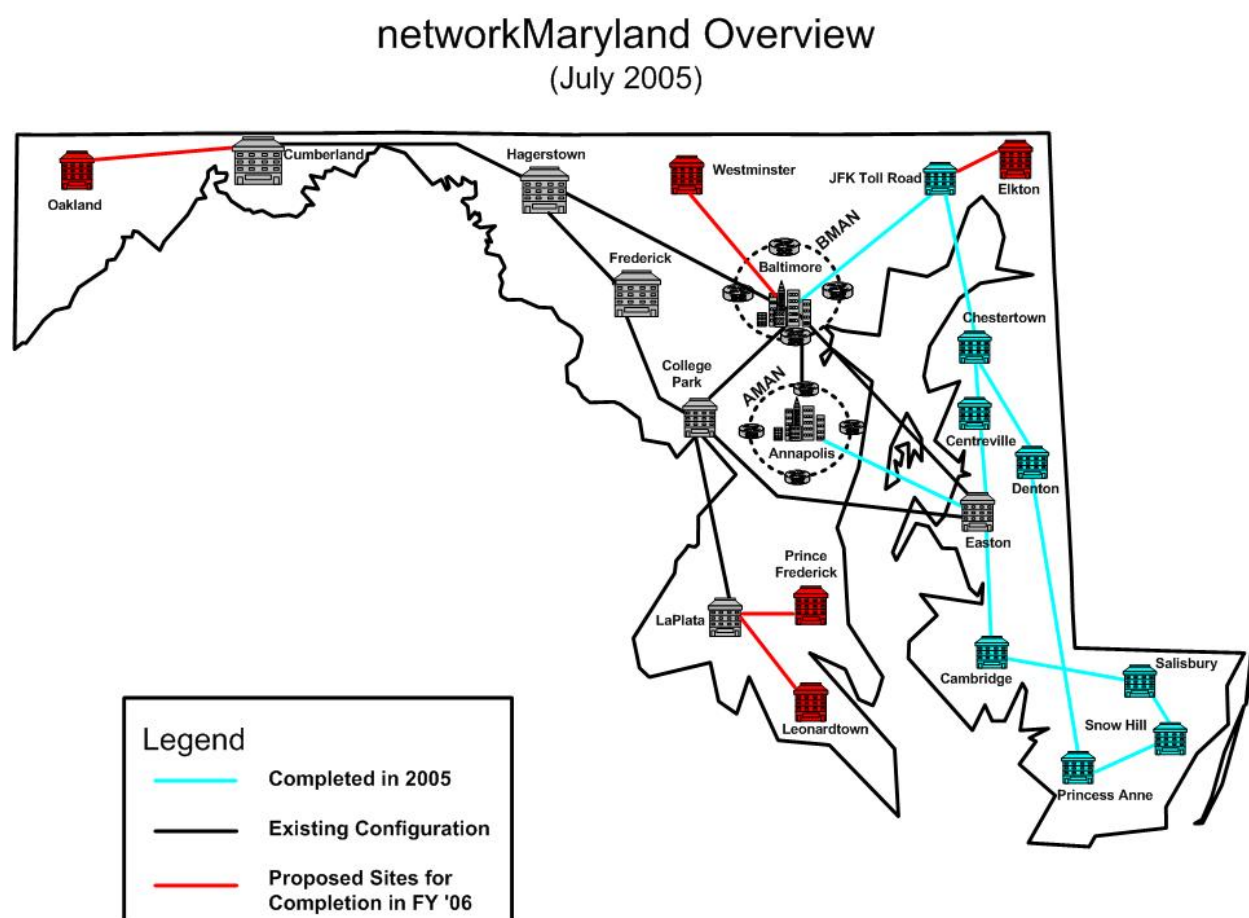


Figure 2. networkMaryland™ Design Overview

3- Getting Connected Process

3.1. Process to Signed Agreement

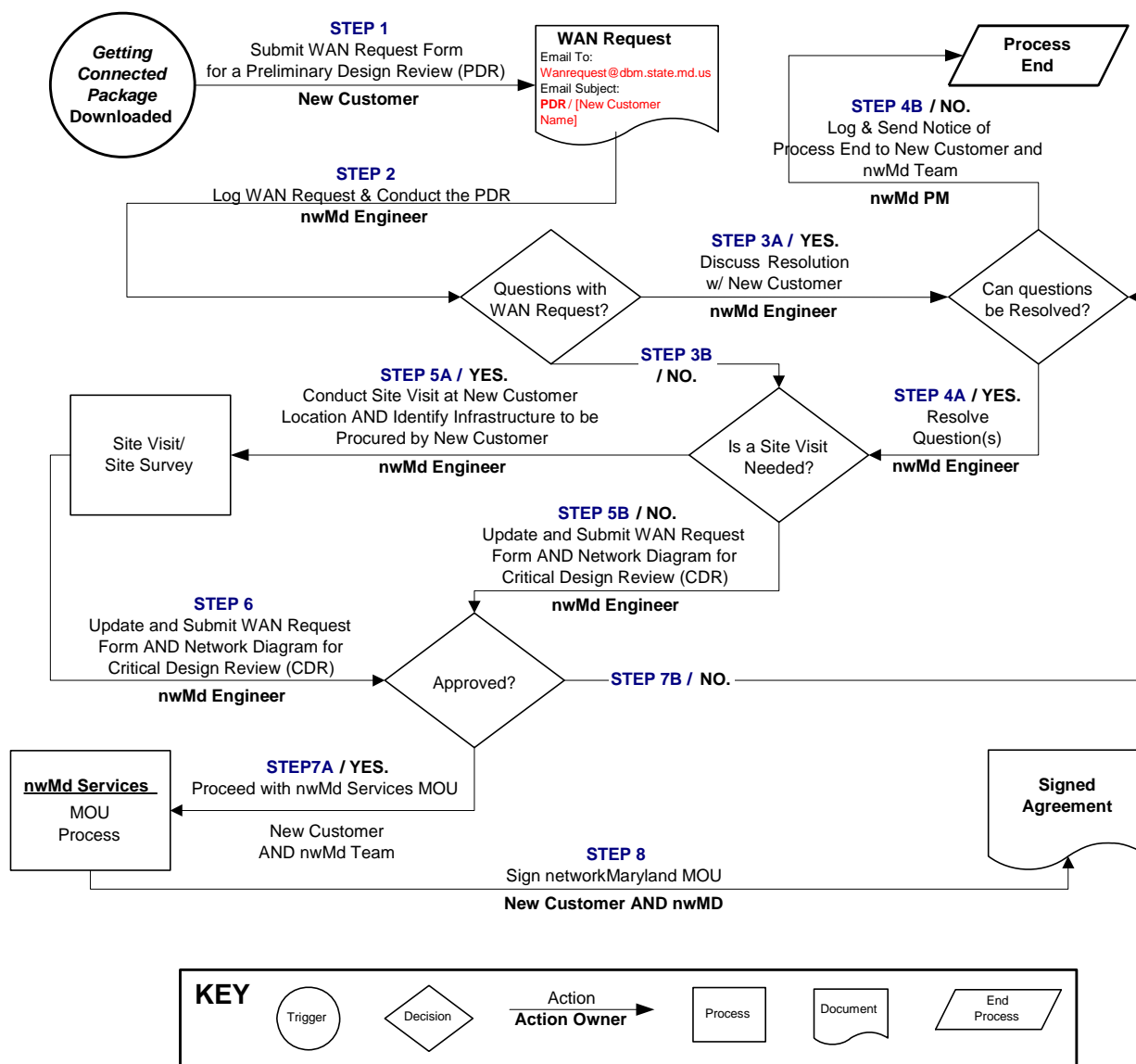


Figure 3-1 - Process to Signed Agreement

3.2.Process from Signed Agreement to Billing

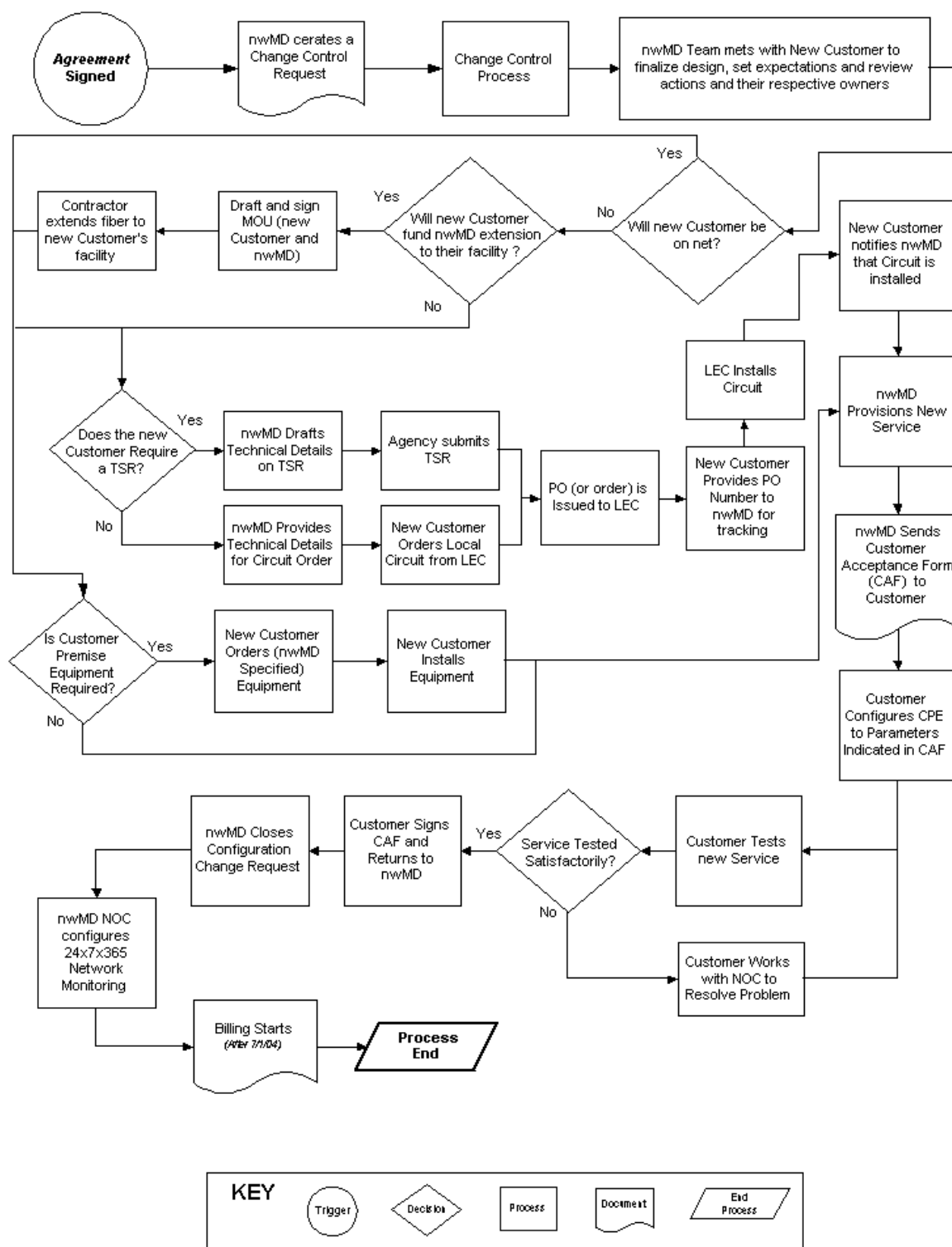


Figure 3-2 - Process from Signed Agreement to Billing

4 - LEC Circuit Ordering Guidelines

The delivering of a networkMaryland™ circuit to a customer site typically occurs over a Local Exchange Carrier's (LEC) infrastructure to complete the connection to networkMaryland™. Once the JCR 49 WAN Request Form has been approved and a LEC circuit is required, networkMaryland™ will draft the technical circuit specifications of the circuit to be ordered. These circuit specifications typically contain detailed FRASI configuration parameters required for the LEC's circuit to correctly interoperate with networkMaryland's™ infrastructure. The customer is responsible for the ordering of the LEC circuit as well as the cost associated with this circuit. networkMaryland™ will represent the customer as the technical point of contact to facilitate the installation of new or replacement services.

LEC Circuit Ordering Process

- networkMaryland™ Engineers will design the WAN solution to meet the needs of the Customer
- networkMaryland™ Customer Implementation Manager will create and forward the technical circuit specifications to the Customer
- Customer will provide additional details of the circuit order and submit the circuit order to the LEC
- Customer will provide the PO or circuit order number to the networkMaryland™ Customer Implementation Manager for tracking purposes
- Customer will provide the circuit delivery date and circuit ID to the networkMaryland™ Customer Implementation Manager
- Customer will notify the networkMaryland™ Customer Implementation Manager when the LEC circuit has been installed and ready for turn-up

5 - What To Submit

The same WAN request form is being used for both State Agency and Non-State Agency Customer connection requests. All potential customers must complete all applicable information requested on the form. In the design block of the form, or as an attachment to the form, you should include as much information as necessary for the network engineers to make a determination about the circuit and any new communications equipment terminating either end of the circuit. This information includes information such as physical addresses of the facilities to be connected, current circuit IDs, circuit types and associated speeds etc.

WAN Form

The WAN request form and guidelines for completing it may be downloaded from the Request for Services box at

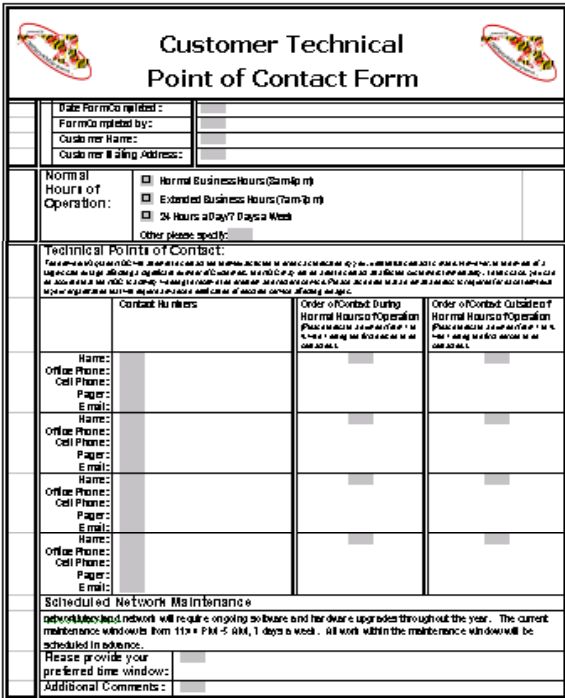
http://www.dbm.maryland.gov/portal/server.pt?space=CommunityPage&cached=true&parentname=CommunityPage&parentid=0&in_hi_userid=1332&control=SetCommunity&CommunityID=293&PageID=318

Customer Bandwidth Utilization

Under the authorization of the State of Maryland CIO, networkMaryland™ may adjust bandwidth for Customer service(s) based on usage. Any requests for additional bandwidth must be made via the JCR 49 WAN Request process. Bandwidth utilization reports are available upon request.

6 - Customer Technical Points of Contact

In order for [networkMaryland™](#) to operate efficiently and to ensure the Customer is contacted as quickly as possible if an anomaly occurs, the Customer must complete and return the Customer Technical Points of Contact Form. This form contains information such as Customer points of contact and desired maintenance windows for scheduled outages. An example of this survey is shown in Figure 6-1. This form must be returned prior to the customer accepting the [networkMaryland™](#) service. This information is kept on file with the [networkMaryland™](#) to ensure they have accurate contact information in the event the Network Operations Center (NOC) needs to notify the Customer of a problem. It is the Customer's responsibility to notify [networkMaryland™](#) if the information contained on this form changes.



Customer Technical Point of Contact Form

Date Form is mailed: _____
 Form is mailed by: _____
 Customer Name: _____
 Customer Billing Address: _____

Normal Hours of Operation:
☐ Normal Business Hours (9am-5pm)
☐ Extended Business Hours (7am-7pm)
☐ 24 Hours a Day/7 Days a Week
 Other please specify: _____

Technical Points of Contact:
Please provide the following information for each contact person. If you have multiple contact persons, please provide the information for each person in a separate row. If you have a single contact person, please provide the information for that person in a single row.

Contact Number	Name	Office Phone	Cell Phone	Pager	E-mail	Order of Contact During Normal Hours of Operation	Order of Contact Outside of Normal Hours of Operation
1							
2							
3							
4							
5							

Scheduled Network Maintenance
networkMaryland network will require ongoing software and hardware upgrades throughout the year. The current maintenance windows are from 11pm - 5am, 1 day a week. All work within the maintenance window will be scheduled in advance.
 Please provide your preferred time window: _____
 Additional Comments: _____

Figure 6-1 - Technical Points of Contact Form

7- Circuit Acceptance

Once the [networkMaryland™](#) Circuit has been provisioned and, if applicable the LEC circuit has been installed and provisioned, the [networkMaryland™](#) Customer Implementation Manager will forward the Customer Acceptance Form (CAF) to the Customer. The CAF will contain technical details such as frame relay DLCI information and VLAN IDs (if applicable) that will be required for the Customer to configure their Customer Premise Equipment (CPE) to interoperate with networkMaryland's infrastructure. The CAF also contains a set of tests that the Customer is to perform to verify the [networkMaryland™](#) circuit has been successfully configured and to verify that the service is operational. Upon successful testing of the service, the form must be completed by the customer and returned to the Customer Implementation Manager within 30 days. Receipt of the CAF initiates 24x7x365 monitoring of the service through the [networkMaryland™](#) NOC. It is the Customer's responsibility to notify [networkMaryland™](#) if there are problems with the service. Billing will commence beginning the 31st day after the CAF was initially provided to the Customer. Exceptions will be considered on a case-by-case basis. Figure 7-1 shows an example of the CAF.

[illegible]

Figure 7-1 – Layer 2 Service Customer Acceptance Form